



Archer Resourcing

Handbook

Contents

Welcome to Archer Resourcing	3
Code of Conduct	4 - 5
Responsibilities	6 - 10
Timesheets and Payment	11
Patient / Service User Records	12
Code of Practice When Working Within Service User's Own Home	13
Handling Violence and Aggression	14
Health and Safety	15 - 17
Complaints Reporting, Handling and Management	18
Infection Control	19 - 20
Confidentiality	21
Agency Worker Confidentiality Agreement	22
Access to Information	23
Disclosure and Barring Service Checks	24
Complaints and Allegations of Abuse	25
Whistleblowing Policy	26
Harassment/Bullying	27
Archer Healthcare Grievance Procedure	28
Indemnity Insurance	29
Aids / HIV Infected Health Professionals	30
Agency Worker Handbook Declaration	31

Welcome to Archer Resourcing

At Archer Resourcing, we are dedicated to delivering high-quality service to all of our agency workers. Our team of experienced specialists, with unmatched knowledge of the marketplace and employer needs, ensures this commitment. We take pride in our strong reputation for quality and integrity, built by adhering to industry standards and recruitment guidelines.

Our rigorous recruitment process is designed to match your skills and preferences with the best opportunities tailored to your grade, specialty, and personal needs.

Beyond location and pay, we carefully consider the work environment, hours, and sub-specialties involved in each placement. We are committed to being transparent, fair, and supportive, working closely with our clients and professionals to consistently deliver the highest standard of service.

Whether you're seeking full-time or part-time work, or long-term or short-term placements, Archer Resourcing is here to find the perfect role for you. While working with us, you will need to follow all policies and procedures outlined in the handbook and consistently uphold the highest standards in your practice.

To ensure we continue providing excellent service, we aim to maintain regular communication with you. We value your feedback, comments, and suggestions and encourage you to share them with us, as they help us improve and support you better.

Thank you for choosing to work with Archer Resourcing. We appreciate your trust and are committed to providing you with excellent care and service. We look forward to supporting your needs and exceeding your expectations.

Code of Conduct

Archer Resourcing upholds rules and guidelines designed to ensure that appropriate standards of conduct are consistently maintained. These guidelines complement the legal obligations and professional responsibilities of professionals to adhere to the law and follow the relevant regulatory bodies' guidance on conduct, performance, and ethics.

- ✓ Before beginning any assignment, you must complete and sign all required declarations. Your consultant will provide you with the necessary documents.
- ✓ You are required to adhere to Archer Resourcing's confidentiality guidelines, including the Caldicott Principles and the Data Protection Act 2018.
- ✓ If your registration status changes or you become the subject of an investigation at any time, you must promptly inform Archer Resourcing with all relevant details. Please be aware that your registration status will be regularly monitored.
- ✓ Being under the influence of alcohol, illegal drugs, or substances while on duty during an assignment is strictly prohibited. According to Archer Resourcing's policy on alcohol and drugs in the workplace, such behaviour may lead to dismissal on the grounds of gross misconduct.
- ✓ As of September 1st, 2005, all NHS Trusts and Hospitals are designated smoke-free environments. Archer Resourcing also enforces a non-smoking policy that applies to all of its buildings and company vehicles. Please refrain from smoking at any time during working hours.
- ✓ You are required to arrive promptly at the scheduled time and perform your duties for the entire duration of your booking. If your attendance does not meet these requirements, Archer Resourcing reserves the right to adjust your pay accordingly.
- ✓ You must not arrange for a colleague to cover your shift, nor agree to cover for someone else, unless the changes have been approved by an authorised member of staff at the setting where you are working, and Archer Resourcing has been informed and has accepted the changes.
- ✓ You must not, under any circumstances, accept gifts, loans, or gratuities from patients, their relatives, or any other interested parties.
- ✓ You are not permitted to act as a witness to the will of any individual for whom you are currently providing or have previously provided care. Additionally, you are prohibited from offering any advice regarding wills, investments, or other financial matters to these individuals.

Code of Conduct

You may be removed from the Archer Resourcing register and not considered for further assignments if:

- ✗ You fail to comply with the Archer Resourcing Code of Conduct.
- ✗ There are reports of continual poor performance.
- ✗ The Setting, Hospital or Trust you are working for deems it necessary on the grounds of competence and or public interest.
- ✗ You have seriously breached the rules and / or policies of the client you are working for.
- ✗ You continually fail to notify Archer Resourcing that you will not be attending a duty once you have accepted it, or you are continually late without acceptable reason.
- ✗ There is evidence of theft, fraud, dishonesty or corruption.
- ✗ There is evidence of deliberate damage to the property of others.
- ✗ There is evidence of any type of abuse and / or disorderly or indecent conduct.
- ✗ There is evidence of acts of incitement or actual acts of discrimination on the grounds of sex, disability, race, religion or ethnic origin.
- ✗ You allow another person to use your identification badge.

Please be aware that this list is not comprehensive.

Your Responsibilities

Please adhere to the Archer Resourcing Code of Conduct and, where applicable, your regulator's guidelines on standards of conduct, performance, and ethics at all times during your assignments with Archer Resourcing.

Before You Start an Assignment

Before starting a new assignment, you will receive a contract detailing all the necessary information. This may include interview details if the client requests one before the assignment begins.

You must inform Archer Resourcing if you are a new mother (having given birth in the last 6 months) or an expectant mother before starting any assignment. This is essential for conducting a risk assessment in accordance with the client's Health and Safety regulations.

Please be aware that the client may require a medical examination to determine your fitness to work. If this occurs, you will be informed of the reasons for the examination. Should you decline the examination or if the results indicate that you are unfit to work, the job offer may be withdrawn. Additionally, if requested by the client, Archer Resourcing may need to provide copies of your Occupational Health Assessment certificates and immunisation records.

If you are not up to date with required training or feel you lack sufficient knowledge in any relevant areas, Archer Resourcing will arrange the necessary training for you. Please contact your recruitment consultant to schedule this training before your assignment begins. Basic guidelines and training requirements are also outlined in this handbook and will be updated as needed for your role and placement.

- ✓ COSHH
- ✓ RIDDOR
- ✓ Risk Reporting
- ✓ Fire Safety
- ✓ Moving and Handling
- ✓ Health and Safety
- ✓ Complaints handling
- ✓ Infection control.
- ✓ Violence and Aggression
- ✓ Life Support
- ✓ Data Protection
- ✓ Food hygiene
- ✓ Lone Worker

Your Responsibilities

Uniform Policy

It is your responsibility to familiarise yourself with the specific uniform requirements for your assignment. If no specific uniform is required, you should ensure that you are dressed smartly and appropriately. Additionally, your Archer Resourcing identification badge must be worn at all times while performing duties for any assignment.

AWR Day One Rights

As an agency worker, you are typically classified as a 'worker' rather than an employee. While you are entitled to the same employment rights as a worker, you also receive additional protections to ensure your well-being.

As an agency worker, starting from the first day of your assignment, you are entitled to:

- ✓ Access to collective facilities and amenities provided by your hirer.
- ✓ Information about job vacancies with the hirer.

Your entitlements are based on what a comparable employee or worker receives. This entitlement applies whether you are working part-time or full-time. If no comparable workers or employees are available, then equal treatment does not apply.

Appraisals

As stated in the application form, it is mandatory for locum health professionals working for any recruitment agency supplying NHS bodies to undergo an annual appraisal. Archer Resourcing will arrange for a qualified appraiser to conduct this appraisal as required. You should keep copies of all appraisals in your Continuing Professional Development (CPD) Portfolio.

Your Responsibilities

Computer Access

The client you are working for may, at their discretion, authorise you to access specific computer systems, programs, and data within those systems. You must not attempt, either individually or in collaboration with others, to access data or programs without explicit authorisation.

When authorised to use client's computer systems, you are advised to:

- ✓ Follow all specific security instructions for the proper use and protection of any required passwords.
- ✓ Adhere to security guidelines regarding the use of floppy disks, CD-ROMs, removable hard drives, or any other devices for storing and transferring data or programs.
- ✗ Refrain from loading any programs onto a computer using disks, typing, electronic data transfer, or any other method.
- ✗ Do not access any other computer, bulletin board, or information service (including, but not limited to, the Internet) without explicit prior consent from the client you are working for.
- ✗ Avoid downloading any files or connecting any computer equipment to networks or other devices without the prior consent of the client.

Environmental Policies

Please ensure you are familiar with and adhere to all current environmental laws and policies relevant to your workplace.

Your Responsibilities

Smoking

As stated in the Code of Conduct, Archer Resourcing enforces a strict non-smoking policy that applies to all Archer Resourcing buildings and company vehicles. Most of our clients, including NHS Trusts, also have a smoke-free policy in place (since September 1, 2005), prohibiting smoking on their premises.

Please avoid smoking during working hours, as smoke odours can linger on your clothing and may be offensive to patients.

Information on Job Vacancies

From the very first day of your assignment, you have the right to be treated as favourably as comparable employees with respect to access to information about relevant job vacancies. You will only have access to job postings within the establishment where you are working.

Your hirer will guide you on how to find information about these vacancies. This information may be posted in public areas or available on the hirer's intranet. However, if the hirer is redeploying staff to prevent redundancy, they are not required to advertise these positions.

While you are entitled to receive information about job vacancies, this does not mean that the hirer must treat your application or requirements in a specific manner. The hirer retains discretion over aspects such as: qualifications or experience or the length of service with the organisation.

Security

While on assignment, you are required to adhere to the client's security protocols for personnel and visitors on the premises. It is your responsibility to familiarise yourself with and follow these policies. The client has the authority to search your person, belongings, and vehicle if deemed necessary. Non-compliance with these security measures may result in the termination of your contract.

Your Responsibilities

Access to Collective Facilities

From the first day of your assignment, you are entitled to access collective facilities and amenities on no less favourable terms than comparable employees or workers.

These facilities are typically located on-site at your place of work, but they may sometimes be available elsewhere. The hirer may provide information about these facilities to your agency as part of the assignment details.

Hirers can only deny access to these facilities if they can objectively justify the exclusion. Cost alone is generally not considered a sufficient reason to deny you access. Even when there is a valid justification for limited access, you might still be offered partial use of certain facilities rather than being excluded entirely.

When on Assignment

Upon arrival and before starting work, it is mandatory to familiarise yourself with and adhere to the client's general policies and procedures. This includes, but is not limited to:

- ✓ Crash Call Procedures: Protocols for emergency communication.
- ✓ Hot Spot Mechanism: How to alert security staff if you are in trouble.
- ✓ Violent Episode Policy: Guidelines for handling and reporting violent incidents.
- ✓ Fire Safety: Procedures for fire prevention and response.
- ✓ Information Security: Measures to protect sensitive information.
- ✓ Manual Handling: Safe techniques for lifting and carrying objects.
- ✓ Health and Safety: General safety protocols and practices.
- ✓ Incident Reporting Systems: Procedures for reporting and documenting incidents.

Timesheets and Payment

Electronic Timesheets

Archer Resourcing encourages all candidates to use our online timesheet system. For guidance on how to use this system, please consult with your recruiter. By utilising the online system instead of paper timesheets, you can easily track the status of your submissions and ensure that your hours are reported accurately and promptly.

Your Timesheet Must be Completed With:

- ✓ Your signature (dated).
- ✓ Your full name and grade.
- ✓ The date of each day you have worked.
- ✓ The total hours worked per day and per week.
- ✓ The client you are working for and the department you are working in.
- ✓ The name and signature (dated) of an authorised signatory of the client.
- ✓ The shift start time, break start and finish times and shift finish times for each day worked.

The intentional use of unauthorised signatures or falsifying claims for hours not worked or expenses not incurred constitutes fraud and will be treated as such.

Do not accept any direct payments from the client. For any payment-related inquiries, reach out to the Payroll Department on 01473 939670 as soon as possible. If a payment discrepancy is identified, Archer Resourcing reserves the right to adjust future pay accordingly. Notify the Payroll Department in writing if your bank or building society details change.

Patient / Service User Records

Under the Public Records Act, all employees, whether directly hired or employed through a recruitment agency, hold a level of responsibility for the records they create or use in the course of their work. Any records produced by an employee are considered public records and may be subject to legal and professional obligations.

Care notes for service users must be accurate and up-to-date at all times. Any complex queries regarding patient notes should be directed to your line manager at the client site where you are working. Adherence to Archer Resourcing's guidance on confidentiality and the Data Protection Act 2018 is mandatory.

Please follow the guidelines below for creating and managing patient or service user records:

- ✓ It is your responsibility to document your own actions and decisions in notes.
- ✓ Date and sign each new entry with your full name and professional designation.
- ✓ Use objective, precise language avoiding abbreviations.
- ✓ Record the source of referral.
- ✓ Record relevant conversations with the family or friends of the service user.
- ✓ Every page of notes should be printed with the service user name, case reference and client location to avoid mistaken identity
- ✓ Printed test results are part of a service user records and must be signed to confirm you have read them.
- ✓ Record in notes any information given before they give consent when you require a consent form to be signed.
- ✗ Do not remove case notes from the location you are working in or send original case notes to other locations.

Working in a Patient or Service User's Own Home

All sections of the Archer Resourcing code of conduct apply when working outside of a hospital, trust, or client location, including when working in a patient's or service user's home.

When providing care outside of a hospital, trust, or client location, the client will have adequate arrangements in place to assess potential risks. However, you may not always have immediate access to support from colleagues in challenging or hostile situations. For high-risk visits, special arrangements will be made. To minimise the risk of incidents,

Please follow these guidelines:

- ✓ Always wear your identification badge.
- ✓ Carry a reliable means of contact, such as a mobile phone.
- ✓ Verify that you have appropriate insurance coverage for home visits before accepting the duty.
- ✓ Upon arrival, perform a quick "10-second" risk assessment. If you sense any potential risk, have a prepared excuse to avoid entering and reschedule the appointment.
- ✓ Stay alert throughout the visit, remaining aware of all entrances and exits.
- ✓ Always inform an appropriate colleague from the client you are working for about your movements, including your mobile number and vehicle details.
- ✓ Report any incidents or potential causes of incidents to ensure lessons learned can be integrated into risk management processes.
- ✓ Never compromise your own safety. If you feel unsafe at any point, remove yourself from the situation immediately.

Handling Violence and Aggression

Violence, abuse, threats, harassment, and aggression towards staff are unacceptable. Addressing these issues is the shared responsibility of the Hospital, Trust, or client you are working for, as well as yourself.

Personal security is each staff member's responsibility. You must always act to ensure your own safety, especially when working outside of a hospital or client location, such as in a patient's home (refer to the Archer Resourcing Code of Practice for guidelines on working in a patient's or service user's home).

You are not obligated to put your safety at risk. If you feel unsafe, remove yourself from the situation immediately and consult your line manager about continuing treatment. Different clients will have their own procedures for handling violence and aggression, and you must follow these protocols at all times.

For Patients / Service Users:

- ✓ Document any incidents of violence or aggression in the patient's or service user's notes and report them through the client's incident reporting system (which you should have reviewed at the start of your assignment).
- ✓ For mild incidents, address the issue informally with the patient, highlighting the unacceptable behaviour.
- ✓ For serious or recurring incidents, inform your line manager to discuss appropriate further actions.

For Patients / Service Users:

- ✓ If a visitor exhibits violent or aggressive behaviour, ask them to leave the premises.
- ✓ Document the incident and report it to management to determine if the visitor should be banned from the site.

Health and Safety

Archer Resourcing and any client you work for will fully comply with the Health and Safety at Work Act 1974 and any subsequent legislation or regulations. Archer Resourcing will provide the necessary information and training to maintain a safe and healthy work environment for our staff.

It is also your responsibility to ensure your own health and safety, as well as that of others who may be affected by your actions. At the start of each assignment, you must familiarise yourself with and adhere to the Health and Safety policies of the client you are working for.

Please also follow these guidelines:

✓ Before starting each assignment, you must confirm that you are not suffering from any illness that could pose a risk to patients or service users. This declaration is part of your application form. If you are diagnosed with any condition or become pregnant, you must inform both us and the client you are working for. Additionally, notify us if you require any workplace accommodations due to a condition.

✓ Please note that you are not required to complete a health declaration prior to being offered a position with Archer Resourcing. However, it is your responsibility to familiarise yourself with and comply with the client's health and safety policies and procedures at the start of each assignment.

COSHH

COSHH stands for the Control of Substances Hazardous to Health Regulations 2002. This regulation requires employers to manage exposure to hazardous substances to protect employees and others who may be affected by work activities. During assignments, you may come into contact with substances that are toxic, harmful, corrosive, or irritating.

It is your responsibility to familiarise yourself with and adhere to the client's local procedures regarding hazardous substances.

Where necessary, you will be provided with personal protective equipment, such as gloves and aprons. To protect others, ensure that all hazardous substances are stored safely and correctly.

Health and Safety

RIDDOR

RIDDOR stands for the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995, which came into effect on April 1, 1996. This regulation mandates the reporting of work-related accidents, diseases, and dangerous occurrences, and compliance with this requirement is a legal obligation.

Fire Safety

At the start of every assignment, it is your responsibility to familiarise yourself with the fire safety procedures before commencing work.

If a fire alarm sounds and you are unsure of the appropriate action, seek guidance from a permanent staff member immediately.

If you identify any fire risks in your workplace, report them right away and ensure that appropriate measures are taken to mitigate or eliminate the risk.

Moving, lifting and Handling

You should not lift loads exceeding the safe level for which you have been trained. It is your responsibility to ensure both your own safety and that of your colleagues or service users. Additionally, familiarise yourself with and adhere to the procedures and policies of the client you are working for.

In addition to attending regular refresher training courses, please follow these guidelines on moving and handling to prevent injury to yourself and your service users:

- ✓ Assess the task, and the capabilities of the handler(s).
- ✓ Use any lifting equipment or aids in accordance with the manufacturer's instructions.
- ✓ Seek assistance if needed.
- ✓ Clearly explain to the patient/service user what you are about to do.
- ✓ Position yourself as close as possible to the patient/service user or load.
- ✓ Avoid prolonged loading of the spine.
- ✓ Refrain from heavy lifting with the spine rotated or laterally flexed.

Health and Safety

Risk of Incident Reporting

The definition of an incident is: “any event or circumstance (the hazard) that leads to unexpected harm, loss or damage.” Harm is defined as “injury (physical or psychological), disease, suffering, disability or death.”

If you identify any hazards that could potentially lead to an incident, you must:

- ✓ Document who is at risk and how they may be harmed.
- ✓ Inform your line manager and collaborate to eliminate or reduce the risks.
- ✓ Follow up to ensure that appropriate actions have been taken to address the risk. If not, report the risk again.
- ✗ Never perform repairs or maintenance on any equipment. Instead, attach a dated “DO NOT USE” notice.

Examples of hazards in a working location or service user’s home can include:

- ✗ Unsafe furniture, commodes or wheelchairs.
- ✗ Loose carpets or uneven flooring (risk of slipping or tripping).
- ✗ Faulty or defective equipment.
- ✗ Poor lighting.
- ✗ Extreme temperatures.
- ✗ Flammable materials.

Please be aware that this list is not comprehensive.

Complaints Reporting, Handling and Management

Please observe the following guidelines:

- ✓ Patients and service users have the right to make complaints and are entitled to a prompt, honest, and constructive response. Ensure that a patient's or service user's complaint does not impact their care or treatment.
- ✓ Regardless of how a complaint is submitted, it must be thoroughly and carefully considered. However, if the complainant is abusive or threatening, it is reasonable to request that they communicate through an alternative method, such as in writing.
- ✓ All complaints should be fully documented and treated with confidentiality.
- ✓ Complaints should be viewed as opportunities for improving the service provided. If you are the subject of a complaint, whether from a patient/service user or from the Hospital/Trust or client, it may be necessary to remove you from the assignment while the complaint is investigated. Depending on the severity of the complaint, you may not be assigned to work during the investigation period.

Infection Control

Each client you work with, particularly hospitals or trusts, will provide guidance on their specific policies and procedures. It is your responsibility to familiarise yourself with and adhere to these guidelines at the start of each assignment.

Please also observe the following guidelines:

- ✓ All health professionals at Archer Resourcing must be current with the immunisations and blood tests listed on the application form. If you will be performing exposure-prone procedures, annual blood tests for HIV and Hepatitis C are also required.
- ✓ Gloves, masks, aprons, and other personal protective equipment (PPE) should be used in all relevant clinical situations, such as when handling open wounds or bodily fluids.
- ✓ Dispose of PPE after each procedure according to the client's policies. Needles, sharps, and all clinical waste must also be discarded following local guidelines. Promptly clean up any spills of blood or other bodily fluids, ensuring that all affected surfaces are thoroughly disinfected

Please contact your recruitment consultant if you have any queries on exposure prone procedures.

Sharps injury / blood splashing onto broken skin

These are the primary routes of transmission for bloodborne infections such as HIV or Hepatitis.

If you are exposed, immediately wash and cover the affected area, and then seek guidance on the relevant policies from the client you are working for.

Infection Control

MRSA (Methicillin-Resistant Staphylococcus Aureus)

If you are caring for patients with MRSA, strictly adhere to the infection control policies of the client you are working for.

Some clients may require MRSA screening before you begin an assignment. If this is the case, Archer Resourcing will provide you with the necessary details and assist with arranging the screening if needed.

Hand Washing

Hand washing and disinfection are crucial for effective infection control and can significantly reduce the spread of infections. Hands should be washed and disinfected at least during the following times:

- ✓ At the beginning and end of each duty period.
- ✓ Before and after contact with each patient.
- ✓ After removing any personal protective equipment.
- ✓ Before and after performing aseptic techniques or invasive procedures.
- ✓ After touching your face or body, such as blowing your nose or wiping your eyes.
- ✓ After using the toilet.

Remove all jewellery before starting any shift and washing your hands. Ensure that cleaning agents and disinfectants cover all areas of your hands, including fingers, nails, and wrists. Between washing and disinfecting, rinse and dry your skin thoroughly.

Cover any wounds, bruises, or skin conditions on your hands or lower arms with waterproof dressings at all times.

Confidentiality

Confidentiality is fundamental to building trust between health professionals and service users. Without a clear assurance that their privacy will be respected, service users may hesitate to share vital information, which can hinder the provision of effective care.

The "Caldicott Principles" are nationally recognised protocols that guide service user confidentiality and are embedded in the Department of Health's guidance on protecting and utilizing service user information.

To uphold service user confidentiality, adherence to the Caldicott Principles is essential. One key principle is the need to justify the purpose(s) for which information is required. Every proposed use or transfer of patient-identifiable information, whether within or outside of an organisation, must be clearly defined and thoroughly scrutinised. Acceptable purposes include the provision of care, improving the quality of care and treatment, investigating complaints, and managing risks.

- ✓ Use the minimum necessary patient-identifiable information: When it is essential to use patient-identifiable information, carefully consider each individual piece of data with the goal of minimising the risk of identification.
- ✓ Access to patient-identifiable information should be strictly on a need-to-know basis. Only those who genuinely require the information to perform their duties should have access to it. It is crucial to protect patient and service user information from unauthorised disclosure at all times.
- ✓ Everyone with access to identifiable information must be fully aware of their responsibilities. It is essential to understand and comply with legal obligations, as the law requires you to protect the confidentiality of patient information.
- ✓ Comply with the Data Protection Act 2018 and any other applicable data protection legislation.
- ✗ Do not use patient-identifiable information unless it is absolutely necessary. If there is no compelling reason for its inclusion and no alternative available, remove or modify the information to ensure that the individual's identity remains protected from anyone who may access it.

Agency Worker Confidentiality Agreement

In exchange for any client of Archer Resourcing providing you with information during your assignment as an Agency Worker, you agree to the following regarding any information given to you or obtained by you during the placement ("the information"):

- ✓ You agree to maintain the information in the strictest confidence and ensure it is securely stored when not in use. Additionally, you acknowledge that no information is to be removed from the client's premises without their explicit permission.
- ✓ You agree to use the information solely for the purpose of the work for which it was provided.
- ✗ You agree not to disclose the information to any third party or copy it, except as necessary for the performance of your duties. Any breach of this obligation, by you or any third party to whom you release the information, may lead to legal action, including claims for any losses or damages incurred by the client as a result of the breach.

By signing and returning the declaration at the back of this handbook, you confirm your agreement to the above terms. This declaration forms an integral part of your contract with Archer Resourcing.

Access to Information

To process your application for temporary work or for auditing purposes, we may need to disclose some or all details from your personnel file to the client to whom you will be assigned. This information may include, but is not limited to, your application form, curriculum vitae, driving license, proof of your right to work in the U.K., and employment references. The client may verify these documents at any time.

In line with client safeguarding processes for vulnerable adults and children, if you are assigned to a role where you will work unsupervised with these groups, we may need to disclose your Disclosure Barring Service (DBS) Disclosure to our client.

By providing details of your update service membership, you consent to us conducting DBS checks as required. These checks will be performed at least once per calendar year, though they may occur more frequently if necessary.

If your role requires you to supply your driving license, you authorise us to verify its status online at gov.uk, particularly following the obsolescence of the counterpart license. We may conduct this verification as needed, but at least at the start of each new relevant placement. Additionally, we may need to scan and upload a copy of your photo ID and, where applicable, your work visa to a Managed Vendor's IT system.

Our clients fully comply with their obligations under the Act and all other relevant legislation concerning the safe handling, use, storage, retention, processing, and disposal of Personal Data and Sensitive Personal Data within DBS Disclosures.

You have the right to request access to any personal information that a client holds about you at any time. Additionally, you may request a copy of the client's policy statement on the secure storage, handling, use, retention, and disposal of DBS Disclosures and Disclosure Information.

By signing and returning the confirmation at the end of this handbook, you acknowledge and agree to the above terms.

Disclosure and Barring Service Checks

If relevant to your role, you are required to have a Disclosure and Barring Service (DBS) check that is current within the past 12 months. Archer Resourcing will contact you three months before your current DBS check expires to facilitate a renewal. Failure to complete the renewal within the required timeframe may result in your DBS check expiring, which could lead to your removal from your placement until a new check is obtained.

Registered Bodies no longer receive physical copies of DBS Disclosures; therefore, it is your responsibility to provide us with your disclosure upon receipt. Failure to do so before the expiry of your previous disclosure may result in your removal from your placement until we receive the updated disclosure. You must also inform Archer Resourcing if you become the subject of any police investigations during your placement.

The Disclosure and Barring Service offers an Update Service that you can register for. This service often eliminates the need to submit a new application annually.

Complaints and Allegations of Abuse

Any complaint or allegation of abuse against you will be thoroughly investigated by us. The continuation of your assignment will be determined by the client for whom you are working. You will be fully informed of any allegations or complaints made against you.

Abuse can sometimes result from actions that are intended to be helpful. Always adhere to Archer Resourcing's code of conduct. Be aware that the following actions are considered forms of abuse:

- ✓ Physical and sexual abuse can range from rough handling to indecent assault. Always follow the client's guidelines on manual handling to ensure appropriate and respectful care.
- ✓ Neglect involves the deliberate withholding of basic rights and comforts, including food, light, heat, medication, personal hygiene, and contact with others.
- ✓ Psychological abuse can occur through inappropriate or demeaning language or by forcing someone to undertake or witness distressing or harmful events.
- ✓ Financial abuse includes inappropriately influencing an individual's financial decisions and extends to stealing money and valuables.

Whistleblowing Policy

Introduction

In performing their duties, employees may access or come into contact with confidential information. Their terms and conditions stipulate that, except for the proper execution of their responsibilities, employees are prohibited from disclosing or using this confidential information in any form.

However, the law permits employees to make a 'protected disclosure' of certain information. To be 'protected,' the disclosure must address a specific subject matter (clause 2) and be made in an appropriate manner (clause 3). Whistleblowing protection applies only to disclosures that, in the reasonable belief of the employee, are made in the public interest.

Archer Resourcing ("the Company") is committed to be compliance with the Bribery Act 2010. The Company actively encourages a culture of honesty and openness and therefore all employees are required to bring up to their manager or other designated person any issue that, in the employee's opinion, might constitute bribery or corruption.

Specific Subject Matter

If, during their employment, an employee becomes aware of information that they reasonably believe indicates one or more of the following, they must follow the Company's disclosure procedure outlined below:

- ✓ That a criminal offense has been committed, is being committed, or is likely to be committed.
- ✓ That a person has failed, is currently failing, or is likely to fail in meeting legal obligations to which they are subject.
- ✓ That a miscarriage of justice has occurred, is occurring, or is likely to occur.
- ✓ That the health or safety of any individual has been, is being, or is likely to be endangered.
- ✓ That the environment has been, is being, or is likely to be damaged.
- ✓ That the business or any associated person has been, is being, or is likely to be receiving or offering bribes.

Disclose Procedure

- ✓ An employee who reasonably believes that information indicates any of the above concerns should promptly disclose it to their manager so that appropriate action can be taken.
- ✓ If disclosing such information to the manager is not appropriate, the employee should speak with their team leader.
- ✓ Employees will not face any detriment for making a disclosure in accordance with this procedure.
- ✓ However, failure to follow this procedure may result in the information losing its 'protected status.'

Harassment & Bullying

Archer Resourcing is dedicated to cultivating a work environment where every Agency Worker is treated with dignity and respect, and where each person's individuality and self-worth are valued and maintained.

All Agency Workers must treat their colleagues with respect and dignity and take all necessary steps to prevent harassment. Harassment, whether through direct contact, written communication, spoken words, or digital means (such as email or intranet), is unacceptable and will not be tolerated by the agency or any of the institutions we serve. Any Agency Worker found, after a thorough investigation, to have engaged in harassment or bullying will face appropriate disciplinary action.

Grievance Procedure

If you have any issues or concerns regarding the services provided by Archer Resourcing as a Locum, please follow the procedure outlined below:

- ✓ Submit your complaint in writing and send it to your recruitment consultant at Archer Resourcing.
- ✓ We will invite you to a meeting to discuss the issues once you have provided us with the details of your grievance and we have had a reasonable opportunity to review the information you've submitted.
- ✓ Following the meeting, we will notify you of our decision.
- ✓ If you wish to appeal, you must notify Archer Resourcing within 5 working days of receiving the decision. We will then arrange a follow-up meeting. After the appeal meeting, we will provide you with our final decision within 5 working days.

Indemnity Insurance

NHS or Crown Indemnity covers the financial consequences of alleged negligence occurring in NHS hospitals. However, Crown Indemnity does not provide personal support if you have acted outside the terms of your contract. For example, it does not apply in cases where you are being prosecuted for a criminal offense, such as in situations involving gross negligence leading to the death of a service user.

It also does not cover "Good Samaritan" acts, such as assisting at a roadside accident, defence at regulatory proceedings or inquiries into professional competence, work conducted outside NHS premises, or General Practice.

Archer Resourcing strongly recommends that you obtain supplementary insurance through a medical defence organisation. For those working under Ltd or Umbrella Companies, holding professional indemnity insurance is mandatory. Please ensure you provide us with current copies of your insurance documents.

AIDS / HIV Infected Health Professionals

All healthcare workers have ethical and legal responsibilities to safeguard the health and safety of their service users. They also have the right to expect that their confidentiality will be respected and protected. The following information and guidance are drawn from “HIV-Infected Healthcare Workers: Guidance on Management and Notification of Service Users.”

HIV transmission from an infected healthcare professional to a service user is primarily a risk in exposure-prone procedures, where an injury to the healthcare worker could result in their blood contaminating the service user's open tissues. HIV-positive healthcare workers are prohibited from performing such exposure-prone procedures.

The determination of which tasks an HIV/AIDS-infected healthcare professional may undertake is made by a trained specialist conducting the occupational health screening required for Archer Resourcing Locum Health Professionals.

Exposure-prone procedures include those where the worker's gloved hands might come into contact with sharp instruments, needle tips, or sharp tissues (such as spicules of bone or teeth) within a service user's open body cavity, wound, or confined anatomical space where the hands or fingertips may not be fully visible at all times. In contrast, procedures where the worker's hands and fingertips are visible and remain outside the service user's body, as well as internal examinations or procedures that do not involve potential injury from sharp instruments or tissues, are not considered exposure-prone, provided that routine infection control procedures are strictly followed.

If a service user has been at significant risk of contamination, the decision to notify them should be made on a case-by-case basis.

Agency Worker Handbook Declaration

I have received and reviewed a copy of the Agency Worker Handbook, which details the goals, policies, benefits, expectations of Archer Resourcing and its clients, and my responsibilities as an Agency Worker. I acknowledge that I have familiarised myself with the contents of this handbook.

By signing below, I confirm that I understand, accept, and agree to adhere to the information contained in the Agency Worker Handbook provided by Archer Resourcing. I recognise that this handbook serves as a general guide to Archer Resourcing's goals, policies, practices, benefits, and expectations and may not address every situation that may arise during my assignment.

I understand that updates to this handbook may be issued, and Archer Resourcing will notify me of any changes via email. I agree to review and familiarise myself with any updates upon notification.

By signing below, I specifically confirm that I have reviewed and understood the content of this handbook, including all information relevant to my pre-employment compliance checks.

By signing below, you agree to comply with all aspects of this handbook during your assignment with Archer Resourcing. Failure to adhere to these guidelines may impact your placement with our agency.

Please return this signed page to your Archer Resourcing consultant before the start of your assignment.
